



London Borough of Barnet,  
2 Bristol Avenue,  
Colindale,  
London NW9 4EW  
6 December 2019  
Our ref: 5796968

Thank you for your request received on 15 November 2019, for the following information:

**I am writing to you under the Freedom of Information Act 2000 to request the following information from your Procurement/Finance department:**

**Q1. Who provides your organisation with payment services management e.g. debit/credit card payment, direct debit etc?. This is the organisation (e.g. Civica, Capita, Worldpay) which manages the transactions for which a monthly fee is charged.**

**Q2. What is the length of the contract with your payment services provider and when does the contract expire?**

**Q3. Is there any provision for extension of the payment services contract and if so for how long?**

We have processed this request under the Freedom of Information Act 2000.

## **Response**

The council holds the information requested and it is attached/ the answers to your questions are below

***Q1. Who provides your organisation with payment services management e.g. debit/credit card payment, direct debit etc?. This is the organisation (e.g. Civica, Capita, Worldpay) which manages the transactions for which a monthly fee is charged***

Card processing services are provided by Barclaycard and Capita. Both contracts have passed their minimum periods and have six months rolling notice period.

***Q2. What is the length of the contract with your payment services provider and when does the contract expire?***

Our Account Payable Service is undertaken by Capita, as part of the Core CSG Contract. The contract has 3 years to run, from the original start date of 2014.

**Q3. Is there any provision for extension of the payment services contract and if so for how long?**

The current CSG Contract which includes Accounts Payable, has the option for a 5 year extension <https://open.barnet.gov.uk/dataset/customer-and-support-group-csg-contract>

**Further information**

If you are interested in the data that the council holds you may wish to visit Open Barnet, the council's data portal. This brings together all our published datasets and other information of interest on one searchable database for anyone, anywhere to access. <http://open.barnet.gov.uk/>

**Advice and Assistance : Direct Marketing**

If you are a company that intends to use the names and contact details of council officers (or other officers) provided in this response for direct marketing, you need to be registered with the Information Commissioner to process personal data for this purpose. You must also check that the individual (whom you wish to contact for direct marketing purposes) is not registered with one of the Preference Services to prevent Direct Marketing. If they are you must adhere to this preference.

You must also ensure you comply with the Privacy Electronic and Communications Regulations (PECR). For more information follow this Link [www.ico.org.uk](http://www.ico.org.uk)

**For the avoidance of doubt the provision of council (and other) officer names and contact details under FOI does not give consent to receive direct marketing via any media and expressly does not constitute a 'soft opt-in' under PECR.**

**Your rights**

If you are unhappy with the way your request for information has been handled, you can request a review within the next 40 working days by writing to the Information Management Team at: [foi@barnet.gov.uk](mailto:foi@barnet.gov.uk). Or by post to Information Management Team (FOI) London Borough of Barnet, 2 Bristol Avenue, Colindale, NW9 4EW

If, having exhausted our review procedure, you remain dissatisfied with the handling of your request or complaint, you will have a right to appeal to the Information Commissioner at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (telephone: 0303 123 1113; website [www.ico.org.uk](http://www.ico.org.uk)). There is no charge for making an appeal.